

2014 Homeowners Insurance Company Complaints

Company Name	# of Complaints	Complaint Ratio	Complaint Index	Market Share	Premium
UNITED SERVICES AUTOMOBILE ASSOCIATION	4	0.00007	0.25676	3.90%	\$58,580,862
USAA CASUALTY INSURANCE COMPANY	4	0.00010	0.36156	2.77%	\$41,600,861
USAA GENERAL INDEMNITY COMPANY	1	0.00010	0.38626	0.64%	\$9,735,203
AMERICAN AUTOMOBILE INSURANCE COMPANY	1	0.00011	0.40180	0.62%	\$9,358,743
PEMCO MUTUAL INSURANCE COMPANY	11	0.00012	0.44932	6.13%	\$92,059,125
UNIGARD INSURANCE COMPANY	2	0.00013	0.49039	1.02%	\$15,336,193
ALLSTATE INSURANCE COMPANY	6	0.00014	0.53091	2.83%	\$42,496,913
DEPOSITORS INSURANCE COMPANY	1	0.00016	0.59277	0.42%	\$6,343,643
ALLSTATE INDEMNITY COMPANY	8	0.00017	0.63002	3.18%	\$47,748,432
STATE FARM FIRE & CASUALTY COMPANY	47	0.00017	0.65694	17.93%	\$269,030,393
FOREMOST INSURANCE COMPANY	9	0.00018	0.66498	3.39%	\$50,893,577
SAFECO INSURANCE COMPANY OF OREGON	2	0.00019	0.72458	0.69%	\$10,379,408
AMERICAN MODERN HOME INSURANCE COMPANY	1	0.00021	0.77840	0.32%	\$4,830,847
AMICA MUTUAL INSURANCE COMPANY	2	0.00021	0.78115	0.64%	\$9,627,733
ENUMCLAW PROPERTY AND CASUALTY INSURANCE COMPANY	3	0.00023	0.87869	0.85%	\$12,838,410
FARMERS INSURANCE COMPANY OF WASHINGTON	18	0.00024	0.88576	5.09%	\$76,415,619
LIBERTY MUTUAL FIRE INSURANCE COMPANY	7	0.00025	0.93511	1.87%	\$28,148,986
SAFECO INSURANCE COMPANY OF AMERICA	38	0.00025	0.94245	10.10%	\$151,617,607
FIRE INSURANCE EXCHANGE	16	0.00025	0.95020	4.22%	\$63,318,879
STANDARD FIRE INSURANCE COMPANY THE	1	0.00026	0.97673	0.25%	\$3,849,905
FARMERS INSURANCE EXCHANGE	1	0.00026	0.98465	0.25%	\$3,818,939
METROPOLITAN PROPERTY AND CASUALTY INSURANCE COMPANY	10	0.00030	1.11879	2.24%	\$33,610,597
COUNTRY MUTUAL INSURANCE COMPANY	9	0.00030	1.12724	2.00%	\$30,022,784
EAGLE WEST INSURANCE COMPANY	1	0.00031	1.16175	0.21%	\$3,236,775
LIBERTY INSURANCE CORPORATION	3	0.00033	1.22534	0.61%	\$9,206,412
ALLSTATE PROPERTY AND CASUALTY INSURANCE COMPANY	24	0.00035	1.32524	4.53%	\$68,099,289
ENCOMPASS INDEMNITY COMPANY	3	0.00035	1.33279	0.56%	\$8,464,187
MUTUAL OF ENUMCLAW INSURANCE COMPANY	14	0.00038	1.41674	2.47%	\$37,159,064

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TRUMBULL INSURANCE COMPANY	2	0.00038	1.44241	0.34%	\$5,213,961
FOREMOST PROPERTY AND CASUALTY INSURANCE COMPANY	3	0.00040	1.51735	0.49%	\$7,434,669
TRAVELERS HOME AND MARINE INSURANCE COMPANY THE	11	0.00043	1.60170	1.72%	\$25,824,805
PROPERTY AND CASUALTY INSURANCE COMPANY OF HARTFORD	10	0.00049	1.83182	1.36%	\$20,527,903
AMERICAN FAMILY MUTUAL INSURANCE COMPANY	19	0.00050	1.88019	2.53%	\$37,999,599
AMERICAN MODERN SELECT INSURANCE COMPANY	3	0.00050	1.88995	0.39%	\$5,968,938
NATIONWIDE INSURANCE COMPANY OF AMERICA	3	0.00053	2.00933	0.37%	\$5,614,309
HARTFORD INSURANCE COMPANY THE MIDWEST	5	0.00055	2.05309	0.61%	\$9,157,719
ARMED FORCES INSURANCE EXCHANGE	1	0.00056	2.10086	0.11%	\$1,789,899
FIRST AMERICAN PROPERTY & CASUALTY INSURANCE COMPANY	3	0.00056	2.11290	0.35%	\$5,339,107
HORACE MANN INSURANCE COMPANY	1	0.00057	2.16064	0.11%	\$1,740,382
ENCOMPASS INSURANCE COMPANY OF AMERICA	2	0.00061	2.27855	0.21%	\$3,300,632
HARTFORD UNDERWRITERS INSURANCE COMPANY	1	0.00067	2.50393	0.10%	\$1,501,772
METROPOLITAN GROUP PROPERTY AND CASUALTY INSURANCE COMPANY	4	0.00067	2.51590	0.39%	\$5,978,502
SENTINEL INSURANCE COMPANY LTD	4	0.00067	2.52691	0.39%	\$5,952,457
AMERICAN COMMERCE INSURANCE COMPANY	7	0.00067	2.52843	0.69%	\$10,410,531
AMERICAN BANKERS INSURANCE COMPANY OF FLORIDA	5	0.00069	2.57874	0.48%	\$7,291,026
AUTOMOBILE INSURANCE COMPANY OF HARTFORD CONNECTICUT THE	2	0.00072	2.71588	0.18%	\$2,769,142
NATIONWIDE MUTUAL FIRE INSURANCE COMPANY	3	0.00078	2.94495	0.25%	\$3,830,623
IDS PROPERTY CASUALTY INSURANCE COMPANY	17	0.00085	3.18141	1.33%	\$20,093,503
STANDARD GUARANTY INSURANCE COMPANY	1	0.00088	3.32204	0.07%	\$1,131,934
HOMESITE INSURANCE COMPANY OF THE MIDWEST	18	0.00093	3.48598	1.29%	\$19,416,660
STILLWATER INSURANCE COMPANY	3	0.00102	3.82413	0.19%	\$2,949,949
AMERICAN NATIONAL PROPERTY AND CASUALTY COMPANY	3	0.00131	4.92776	0.15%	\$2,289,275
UNITRIN AUTO AND HOME INSURANCE COMPANY	11	0.00135	5.06693	0.54%	\$8,163,459

Sorted by
Complaint Index

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QBE INSURANCE CORPORATION	1	0.00137	5.14412	0.04%	\$730,997
TRAVELERS INDEMNITY COMPANY OF AMERICA THE	1	0.00165	6.21827	0.04%	\$604,723
MARKEL INSURANCE COMPANY	1	0.00251	9.43781	0.02%	\$398,433
Universal North America Insurance Company	2	0.00295	11.07585	0.04%	\$679,015
HARTFORD CASUALTY INSURANCE COMPANY	2	0.00641	24.08910	0.02%	\$312,202
GREAT NORTHWEST INSURANCE COMPANY	3	0.01168	43.90857	0.01%	\$256,920